

Employee Training Class And Wellness Program Schedule March – May 2012



For Additional Information, Contact

Human Resources & Risk Management
713-755-4843

<http://www.hctx.net/training/>

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Harris County Human Resources & Risk Management Guide to Employee Training Classes



Distance Learning

Selected HR & RM training classes on various topics are available by Distance Learning to Harris County managers, supervisors, and employees. Dates/times/locations and registration announcements will be available in the quarterly training flyers and through email announcements.

REGISTRATION IS OPEN for March - May 2012

The website address for registration is <http://www.hctx.net/training/>. Employees who do not have access to the online system should contact their supervisor for help in accessing the online registration system. Supervisors may contact the registrar of the appropriate department for additional help. As always, if an employee cannot attend, please contact our office to cancel or schedule a substitute. Supervisors will be notified of those employees who registered but did not attend or did not cancel.

NOTE: All HR & RM training classes in the training flyer schedule offer topics and materials that can be covered fully during the time period allotted.

CLASSROOM ETIQUETTE: Turn off cell phones and pagers or put them on vibrate. Employees are asked to limit cell phone calls and sidebar conversations to break periods while attending classes. Instructors reserve the right to ask non-cooperative employees to leave class to avoid further disruption and distractions to other attendees. In the event that an employee is asked to leave, HR & RM Training will notify the employee's supervisor.

NOTE: Class room doors are closed 5 minutes after the class is scheduled to begin. Once the door is closed, late arrivals may not enter, but should leave the area and notify their supervisor and ask permission to re-schedule at another time and date.

COMPLIANCE WITH ADA: Harris County offers reasonable accommodation for persons attending classes as required by the ADA. Please call HR & RM at 713-755-4396, 713-755-4843, or 713-755-7058 a minimum of two weeks prior to the event date if you require accommodation.

Management Training

WHO SHOULD ATTEND: Newly promoted managers, supervisors or team leaders who need to learn compliance with employment law or the essentials of supervision or those managers, supervisors and team leaders who want new skills or want to sharpen already acquired skills.

*** This class is available to Managers and Supervisors Only.**

Course	Day	Date	Time	Location	Hours
* HR Laws, Policies, and Procedures	Thursday	April 19	8:30 am – 11:30 am	1310 Prairie, Suite 230 Training Room	3.0
* Communication Skills for Managers/Supervisors	Thursday	April 26	8:30 am – 10:00 am	1310 Prairie, Suite 230 Training Room	1.5
* Public Relations for Managers/Supervisors: Increasing Your Positive Visibility in Your Organization	Thursday	April 26	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
* The Americans with Disabilities Act (ADA)	Tuesday	May 15	8:30 am – 11:30 am	1310 Prairie, Suite 230 Training Room	3.0
* Leading and Managing	Friday	May 18	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
* The Role of the Leader	Thursday	May 24	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
* Leading Employees to High Performance	Thursday	May 24	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5

Professional Development Training

WHO SHOULD ATTEND: Employees who have their supervisor's approval to attend class to acquire new skills or sharpen already acquired skills to improve on the job performance.

These classes are open to all employees with supervisory approval.

Course	Day	Date	Time	Location	Hours
Projecting Professionalism	Tuesday	April 17	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Under Construction: Punctuation Booster	Tuesday	April 17	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Confront It –Don't Ignore It	Thursday	April 19	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Breakthrough Communication	Thursday	April 19	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Assertiveness in Action	Tuesday	April 24	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5

Power Tools – Proofing Practice	Tuesday	April 24	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Super Stressed! Techniques for Fighting What’s Fighting You	Wednesday	April 25	8:30 am – 10:00 am	1310 Prairie, Suite 230 Training Room	1.5
Communicating Your Way Through Change	Wednesday	April 25	10:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	1.5
Goal Getting Success: How to Set and Get Goals that Matter the Most	Wednesday	April 25	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Difficult Conversations: How to Avoid Foot-in-Mouth Syndrome	Wednesday	April 25	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
How to Take Your Communication Skills from Worn Out to Wow!	Thursday	April 26	10:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	1.5
Speak for Success	Thursday	April 26	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Construction Zone	Tuesday	May 1	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Construction Zone – Tone Booster	Tuesday	May 1	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Fables and Fairy Tales – Lessons for the Workplace	Thursday	May 3	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Tough Talks	Thursday	May 3	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Ethics Training	Thursday	May 3	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Minutes Matter	Tuesday	May 15	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
Generational Issues in the Workplace	Thursday	May 17	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
Customer Service Excellence	Tuesday	May 22	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
Notary Training and Certification	Tuesday	May 22	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
The Dirty Dozen	Thursday	May 31	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Preventing Sexual Harassment in the Workplace	Thursday	May 31	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Ethics Training	Thursday	May 31	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5

Wellness Training

Course	Day	Date	Time	Location	Hours
WLS: Taking Sleep Seriously & The Work and Home Balancing Act	Wednesday	March 28	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: From Negative Being to Positive You & skill Building for Life's Pressure	Wednesday	April 18	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Stress Management & Achieving Balance at Work & Home	Wednesday	May 16	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Distance Learning Training

Course	Day	Date	Time	Location	Hours
WLS: Taking Sleep Seriously & The Work and Home Balancing Act	Wednesday	March 28	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Taking Sleep Seriously & The Work and Home Balancing Act	Wednesday	March 28	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Under Construction: Punctuation Booster	Tuesday	April 17	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Under Construction: Punctuation Booster	Tuesday	April 17	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
WLS: From Negative Being to Positive You & Skill Building for Life's Pressure	Wednesday	April 18	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: From Negative Being to Positive You & Skill Building for Life's Pressure	Wednesday	April 18	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0

* HR Laws, Policies, and Procedures	Thursday	April 19	8:30 am – 11:30 am	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	3.0
* HR Laws, Policies, and Procedures	Thursday	April 19	8:30 am – 11:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0
* HR Laws, Policies, and Procedures	Thursday	April 19	8:30 am – 11:30 am	Comm. Pct. 3 Glazier Senior Education Center 16600 Pine Forest Dr. Houston, Texas 77084	3.0
* HR Laws, Policies, and Procedures	Thursday	April 19	8:30 am – 11:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
Confront It –Don't Ignore It	Thursday	April 19	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Confront It –Don't Ignore It	Thursday	April 19	1:00 pm – 2:30 pm	Comm. Pct. 3 Glazier Senior Education Center 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Confront It –Don't Ignore It	Thursday	April 19	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Breakthrough Communication	Thursday	April 19	3:00 pm – 4:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Breakthrough Communication	Thursday	April 19	3:00 pm – 4:30 pm	Comm. Pct. 3 Glazier Senior Education Center 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Breakthrough Communication	Thursday	April 19	3:00 pm – 4:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Power Tools – Proofing Practice	Tuesday	April 24	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5

Power Tools – Proofing Practice	Tuesday	April 24	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Super Stressed! Techniques for Fighting What’s Fighting You	Wednesday	April 25	8:30 am – 10:00 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Super Stressed! Techniques for Fighting What’s Fighting You	Wednesday	April 25	8:30 am – 10:00 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Communicating Your Way Through Change	Wednesday	April 25	10:30 am – 12:00 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Communicating Your Way Through Change	Wednesday	April 25	10:30 am – 12:00 pm	Comm. Pct. 3 Glazier Senior Education Center 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Communicating Your Way Through Change	Wednesday	April 25	10:30 am – 12:00 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Goal Getting Success: How to Set and Get Goals that Matter the Most	Wednesday	April 25	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Goal Getting Success: How to Set and Get Goals that Matter the Most	Wednesday	April 25	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Difficult Conversations: How to Avoid Foot-in-Mouth Syndrome	Wednesday	April 25	3:00 pm – 4:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Difficult Conversations: How to Avoid Foot-in-Mouth Syndrome	Wednesday	April 25	3:00 pm – 4:30 pm	Comm. Pct. 3 Glazier Senior Education Center 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Difficult Conversations: How to Avoid Foot-in-Mouth Syndrome	Wednesday	April 25	3:00 pm – 4:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
* Communication Skills for Managers/Supervisors	Thursday	April 26	8:30 am – 10:00 am	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	1.5

* Communication Skills for Managers/Supervisors	Thursday	April 26	8:30 am – 10:00 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
* Communication Skills for Managers/Supervisors	Thursday	April 26	8:30 am – 10:00 am	Comm. Pct. 3 Glazier Senior Education Center 16600 Pine Forest Dr. Houston, Texas 77084	1.5
* Communication Skills for Managers/Supervisors	Thursday	April 26	8:30 am – 10:00 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
How to Take Your Communication Skills from Worn Out to Wow!	Thursday	April 26	10:30 am – 12:00 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
How to Take Your Communication Skills from Worn Out to Wow!	Thursday	April 26	10:30 am – 12:00 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
* Public Relations for Managers/Supervisors: Increasing Your Positive Visibility in Your Organization	Thursday	April 26	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
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Speak for Success	Thursday	April 26	3:00 pm – 4:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Speak for Success	Thursday	April 26	3:00 pm – 4:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Construction Zone – Tone Booster	Tuesday	May 1	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Construction Zone – Tone Booster	Tuesday	May 1	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Tough Talks	Thursday	May 3	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5

Tough Talks	Thursday	May 3	1:00 pm – 2:30 pm	Comm. Pct. 3 Glazier Senior Education Center 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Tough Talks	Thursday	May 3	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Tough Talks	Thursday	May 3	1:00 pm – 2:30 pm	Public Health 2223 West Loop South Houston, Texas 77027	1.5
Ethics Training	Thursday	May 3	3:00 pm – 4:30 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	1.5
Ethics Training	Thursday	May 3	3:00 pm – 4:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Ethics Training	Thursday	May 3	3:00 pm – 4:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Ethics Training	Thursday	May 3	3:00 pm – 4:30 pm	Public Health 2223 West Loop South Houston, Texas 77027	1.5
* The Americans with Disabilities Act (ADA)	Tuesday	May 15	8:30 am – 11:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0
* The Americans with Disabilities Act (ADA)	Tuesday	May 15	8:30 am – 11:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
* The Americans with Disabilities Act (ADA)	Tuesday	May 15	8:30 am – 11:30 am	Public Health 2223 West Loop South Houston, Texas 77027	3.0
WLS: Stress Management & Achieving Balance at Work & Home	Wednesday	May 16	1:30 pm – 3:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Stress Management & Achieving Balance at Work & Home	Wednesday	May 16	1:30 pm – 3:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Stress Management & Achieving Balance at Work & Home	Wednesday	May 16	1:30 pm – 3:30 pm	Public Health 2223 West Loop South Houston, Texas 77027	2.0

* The Role of the Leader	Thursday	May 24	8:30 am – 12:00 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	3.5
* The Role of the Leader	Thursday	May 24	8:30 am – 12:00 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.5
* The Role of the Leader	Thursday	May 24	8:30 am – 12:00 pm	Comm. Pct. 3 Glazier Senior Education Center 16600 Pine Forest Dr. Houston, Texas 77084	3.5
* The Role of the Leader	Thursday	May 24	8:30 am – 12:00 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.5
* Leading Employees to High Performance	Thursday	May 24	1:00 pm – 4:30 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	3.5
* Leading Employees to High Performance	Thursday	May 24	1:00 pm – 4:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.5
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Preventing Sexual Harassment in the Workplace	Thursday	May 31	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
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E-Learning Classes

E-learning courses are open to all employees with supervisory approval. To register for the following e-learning classes, email gracie.guillen@ms.hctx.net.

Feedback and Constructive Criticism: 30 minutes

Participants will learn three steps in giving constructive criticism and fourteen guidelines for improved feedback. Learn how to present opinions and expectations to avoid or clarify misunderstandings.

Negotiating Agreements: 45 minutes

Negotiation is about creating agreements. Disagreements result not from differences in fundamental requirements, but from misunderstandings. Learn how to build trust, respect, and consistency in building successful agreements. Examine ways to build common ground which will lead to mutual valuable commitments that can be made.

Successfully Managing the Stress of Change: 45 minutes

Participants will learn how to practice practical, common sense techniques to manage stress caused by change. Discover how you may be contributing to your own stress, and learn how to move through it. Participants will learn to recognize the early warning signs of stress, how to remain calm, maintain a sense of humor, and manage behavior to prevent or reduce feelings of stress.

The Martial Art of Communication: 45 minutes

Participants will learn essential keys to reducing other people's resistance to your point of view, along with the five levels of clear, complete communication. Learn how to use martial arts to turn conflicts into success to build understanding and commitment.

19-course Customer Service, 14 Service Scenarios, 12 Service Matters, 6 Management & Leadership, and 10 Animated Workplace Topics series is limited and on a first come, first serve basis. Employees who register for this series must take all classes.

Business Friendly Customer Service (approximately 18 minutes)

This course helps customer relationship professionals become business friendly. It will define the middle ground between being too cold and impersonal and the other extreme of being too familiar.

Essential Elements of Internal Customer Service (approximately 18 minutes)

All team members either serve customers directly or they service someone who does. This course illustrates the six essential elements for improving internal communication and customer service.

Essential Telephone Skills (approximately 20 minutes)

This session will address ten simple yet crucial skills which form the foundation for delivering exceptional customer service on the phone. Also, learn tips on answering a business phone, offer spoken feedback signals, and the best way to place callers on hold.

Five Forbidden Phrases (approximately 18 minutes)

This customer service training highlights the five phrases which are proven to annoy and frustrate customers. Learn how to offer positive alternatives on the phone and in-person.

Four C's of Coaching Skills (approximately 25 minutes)

Learn the difference between training, coaching, and counseling and illustrate the proven Four Cs of Coaching in a variety of service and line management situations.

From Curt to Courteous (approximately 23 minutes)

This course will address understanding and being understood in both synchronous (phone, face-to-face, and instant messaging) and asynchronous (e-mail, voicemail, fax, and letters) communication methods.

How to Deal With the Foreign Accent (approximately 12 minutes)

This program explains that all customers are created equal. It includes techniques which make communications with foreign language customers easier. Realistic vignettes and characters make this course a powerful sensitivity builder.

How to Handle the Irate Customer (approximately 12 minutes)

This online session will teach a highly effective four point plan for calming irate customers. Learn quick tips for defusing angry callers, what to do if someone starts swearing, and why you should never make excuses.

How to Treat Every Caller As A Welcome Guest (approximately 10 minutes)

This course explains how incredibly important the role of the front line customer contact employee is. Whoever answers the phone IS THE COMPANY as far as your customers are concerned.

Influencing the Interaction (approximately 20 minutes)

This course identifies six practices which will help offer a more positive experience. From showing patience and tolerance to a senior citizen to the importance of avoiding common distractions in the workplace, this program raises awareness about how each team member contributes to a positive interaction.

Listening Skills (approximately 25 minutes)

Listening is a critical component when determining the needs of your customer. Doesn't everyone listen? Hearing is a physical process but listening requires mental involvement. This course introduces six Steps to help team members become better listeners.

Maintaining Customer Relationships (approximately 14 minutes)

Everyone understands the importance of excellent customer service. How do we cement a relationship with customers to move into a long-term relationship? This course emphasizes the importance of follow up and gives realistic examples of how to handle the five most common follow-up scenarios.

Proactive Customer Service (approximately 19 minutes)

Identifies and illustrates passive, average, and proactive customer service levels in a variety of situations. Covers the importance of high energy, enthusiasm, rapport building and cross selling.

Questioning Techniques (approximately 15 minutes)

Proper questioning techniques are the key when gaining needed information from a caller or customer. High level questioning techniques are a learned skill. This course introduces seven types of questioning situations and illustrates how and when to employ them. Improving questioning techniques will expand one's ability to effectively obtain valuable information to become a better problem solver.

Seven Keys to a Positive Mental Attitude (approximately 25 minutes)

This powerful program helps viewers understand that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they're going to deal with life's events. Key points include choosing your attitude in advance, visualizing success, and resisting negative influences.

Six Cardinal Rules of Customer Service (approximately 18 minutes)

Learn the basics of good customer service. This program illustrates the six cardinal rules of customer service and provides tips on wrong way/right ways to give good service as well as tips on how to fight mediocrity in the workplace.

Six Steps to Service Recovery (approximately 24 minutes)

Normally, it's easy to look good when everything is going well. It's when a customer experience goes wrong that your true character shows. In today's competitive service environment merely correcting the problem isn't always

enough. Learn a specific set of actions which customer-oriented organizations take whenever there's a disappointment for the customer.

That's Just Rude (approximately 14 minutes)

Explore the rudeness matrix. Course introduces and analyzes the four quadrants of the rudeness matrix. This program raises awareness about how seemingly innocent behaviors can be considered rude.

The Service Mentality (approximately 22 minutes)

This online course identifies and highlights the seven key characteristics of customer service. Employees will learn the mind-set for serving customers, offering empathy, keeping proper balance, and having the ability to bounce back.

14 Service Scenarios:

Staying on Track (approximately 5 - 8 minutes) We've all experienced those long winded callers, the folks who can't wait to tell you their life story. How do you effectively handle such callers while still providing great service?

It's Not Personal (approximately 5 - 8 minutes) It's never fun to handle a customer who is hot under the collar. And it's easy to internalize the actions of an irate customer. When you analyze such situations, the caller is normally upset about a problem and not with you specifically.

Know Your Limits (approximately 5 - 8 minutes) Recovering from service mishaps is a key component to excellent customer service. But what do you do about customers who continually push the envelope and expect you to deliver the Earth and the Moon for them?

Don't Bite the Hand That Feeds You (approximately 5 - 8 minutes) Every organization has rules and policies that you, as an employee, might not always agree with. Are there times when it's appropriate to agree with the customer about a policy they don't like? Or even trash talk your employer?

Harassment From Customers (approximately 5 - 8 minutes) We all strive to be friendly and give our clients the best service possible. But how do you handle situations when the client crosses the line of friendly and becomes inappropriate with their comments?

What's That Noise? (approximately 5 - 8 minutes) Providing excellent service to your client can be a challenge under perfect conditions. How do you handle a caller who has multiple distractions going on in the background?

To Escalate or Not to Escalate, Part 1 (approximately 5 - 8 minutes) You're trained how to handle a customer's issues. But some callers won't stay on script. How do you handle the angry customer who demands an immediate transfer to a supervisor?

To Escalate or Not to Escalate, Part 2 (approximately 5 - 8 minutes) Knowing when a customer needs to be escalated to a supervisor can be a tricky situation. Taking ownership of the caller's issue is critical. And problems can arise when a customer service rep is too quick to transfer calls.

Negative PR (approximately 5 - 8 minutes) No matter if it's being trashed on a message board or referring your company to a TV stations consumer reporter – upset customers can be a public relationship disaster.

Unreasonable and Irrational Customers (approximately 5 - 8 minutes) The customer service business is difficult enough when you're dealing with facts. But how do you react when a customer has his or her own version of reality?

Condescending Callers (approximately 5 - 8 minutes) It seems some customers make it a sport to try and talk down to you. We obviously can't reply with what we'd like to say. How do you handle such situations?

Cell Phone Difficulties (approximately 5 - 8 minutes) Although wireless technology has come a long way, there are still occasional dead spots and dropped calls. How do you handle the caller who is very difficult to understand?

Under the Influence (approximately 5 - 8 minutes) All callers deserve excellent service. But if you're in the service business long enough it's likely that you'll deal with a caller who is impaired or under the influence. What's the best way to manage these situations?

Caller Threats (approximately 5 - 8 minutes) Although extremely rare, it's important to be aware of the possibility of a caller with a big ax to grind. They may threaten you or your company in a variety of ways. Being aware of these situations and knowing who to alert about such calls is important.

What's In It For You?

6 Management/Leadership

A.I.M. for Development (approximately 45 minutes) Helps managers become effective at learning how to A.I.M. for better development plans. Ensure your employee's aspirations are aligned with your needs.

Coaching (approximately 45 minutes) In this session an emphasis on teaching managers about the power of questions. Shows the importance of helping team members think for themselves. Employees who arrive at a conclusion because they have thought through the issues are more likely to buy into that decision.

Delivering Feedback (approximately 45 minutes) This online class uses a five-point model for fixing performance problems. Learn how to get team members to do what you need them to do. Perfect for performance appraisals or day to day use.

Gaining Commitment (approximately 45 minutes) Learn to set performance objectives to engage team members both mentally and emotionally. People are more likely to hit their performance targets if they understand why the goal is important to the organization and are engaged in the reasons behind it.

Question of Evidence (approximately 45 minutes) Understand behavior-based interviewing techniques to demonstrate a method of establishing whether or not a candidate possesses the competencies you need based on evidence of past performance.

Using Competencies Successfully (approximately 45 minutes) Illustrates how to use competencies in appraisals, promotion interviews and for self-development. Learns how to apply competency framework to the way they work.

12 Service Matters

Topics include: (approximately 5 - 7 minutes)

Excellent Customer Service: Natural or Learned?

How Do You Build Rapport?

How Do You Demonstrate You Care?

How Do You Handle Bad Days?

How Do You Handle Varying Customer Styles?

If You Were Hiring Your Replacement, What Traits Would You Look For?

Is The Customer Always Right?

What Advice Would You Offer A New Person?

What Does Taking Ownership Mean To You?

What Motivates You To Excel?

10 Houndville Animated Workplace Topics

Topics include: (approximately 3 minutes)

Customer Diversity

Email Communication

Office Cell Phone Use

Safety in the Office

Value Learning Activities

Diversity in the Workplace

Ethics in the Workplace

Reducing Careless Errors

Sexual Harassment

Avoiding Touchy Topics

Manager /Supervisor Skills Series is limited and on a first come, first serve basis with a maximum of two classes at a time. These classes are worth 2.0 hours of training credit each.

Achieving Communication Effectiveness

Learn to function more productively through improved communication to get tasks done faster with fewer mistakes. Understand the elements of communication to overcome barriers to effective listening. Learn to improve your ability to listen and interpret messages.

Coaching Job Skills

Managers/Supervisors will learn the process of developing relationships with team members to successfully achieve results to perform a job, task, or skill. Understand the special nature of coaching, one-on-one activities that involve showing a team member how to perform a task, and the importance of observation and analysis before coaching a team member. Learn to involve team members in the coaching process by asking questions and encouraging feedback.

Communicating Up

Learn how to frame communication so that a desired result is achieved. Understand the importance of framing all communication in terms of self-interest. Use questions to focus on benefits to be gained when the objective is reached. Clearly and concisely restate the decisions that resulted from communication to insure that those decisions are mutually understood.

Delegating

Delegating provides the tools necessary to develop messages that communicate the “what” and “why” of every delegated task to increase confidence and responsibility. Understand the importance of effective delegation as well as the problems associated with the lack of delegating or delegating poorly. Encourage participation and involvement through proper delegating methods and establish responsibility and authority for a delegated task.

Developing and Coaching Others

Effectively and successfully develop team members to become better and more consistent performers. Successfully motivate, direct, and coach through a learning process to ensure learning is transferred into improved on-the-job-performance. Effectively handle “coaching moments” to improve performance on the job.

Developing Performance Goals and Standards

Establish specific measurable, attainable, results-oriented, and time-framed performance goals. Learn the steps that gain team member agreement and commitment to those performance goals. Define and establish goals, objectives, and performance standards. Involve and create team member’s own individual performance standards.

Diversity Awareness

Understand, recognize, and appreciate cultural diversity. Learn how to interact with different kinds of people and recognize the benefits and enrichment of wealth multi-culturalism can bring.

Effective Discipline

Learn effective techniques for addressing problem behaviors. Use communication skills to preserve self-respect and encourage the best kind of discipline – self-discipline. Manage discussions and recognize the importance of team member participation in defining problems and their solutions.

Essential Skills of Communication

This session provides the tools necessary to develop clear, concise messages. By focusing on communication as a two-way process, messages will be clear, well organized, and aimed at the needs and interests of the listener. By developing the essential skills of communication, managers/supervisors will improve relations with their team members and increase productivity.

Essential Skills of Leadership

In this session, participants will focus on three critical management skills to establish a methodology for productive interaction between team members and team leaders. This online class will help experienced managers, new managers, and aspiring managers refocus on the basics – the skills required to manage the individuals while also leading the team. Deal with your team members on a day-to-day basis to maintain and enhance their self-esteem. Base your discussions about performance and work habits on your team member’s behaviors rather than on their personalities or attitudes and involve your team members in goal setting, solving problems, and making decisions.

Hiring Winning Talent

This session will teach a behaviorally-based interview approach and learn how to discover the “real” person behind a job applicant.

Improving Work Habits

Learn to recognize and address negative behaviors and poor work habits effectively before it becomes a disciplinary problem. Distinguish between job performance and work habits and understand the importance of dealing with unsatisfactory work habits early. Involve the individual in the process of correcting the unsatisfactory behavior and increase accountability by commitment to a clear plan of action and review progress regularly.

Managing Complaints

Many times complaints may seem unimportant; however they should all be addressed and resolved in a sensitive manner rather than ignored or dismissed. Learn how to resolve simple complaints and identify hidden agendas that so often underlie the chronic grievances. Use various techniques to solve problems while maintaining a positive relationship with team members.

Motivating Team Members

Learn implementation tools, troubleshooting guides, and additional resources to help apply skills to perform a job or task. Understand the factors that motivate to perform effectively and distinguish between motivators and dissatisfiers. Learn to create a work environment that will motivate higher performance.

Professionalism in the Office

Gain the skills needed to be more professional on the job. This session will emphasize the positive results when an employee possesses courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of organizational culture and flexibility for change. Learn how to increase your productivity by organizing work, setting priorities, and managing your time effectively. Understand all professional skills and behaviors can be learned, perfected, and used successfully in both the business world, and in one's personal life.

Providing Performance Feedback

This session will establish performance standards and a clear and credible performance evaluation. Learn to base assessments on facts and behaviors for positive performance feedback to encourage self-motivation. Gain team member participation, agreement, and commitment to the change needed to improve performance.

Resolving Complaints

Using effective communication and management techniques, managers/supervisors can develop skills to identify the source of conflicts. Distinguish the two major sources of personality clashes and work structure problems and be aware of the positive and negative impacts of conflicts. Accept conflict as an inevitable part of all work situations, establish a cooperative atmosphere, and help individuals understand each other's point of view and lead them to agree on the facts and solution.

Solving Workplace Problems

Learn a process for solving problems to understand that by working together and looking at things with a new perspective, anyone can be creative and innovative. Participants will learn how to define problems, identify blocks to creativity, and develop skills and create strategies to plan creative solutions.

Supporting Change

Understand and interpret change to set a clear communication to reduce misunderstanding and anxiety. Learn to assist and involve team members as they adjust to change and follow-up to make sure adjustment to the change is going as planned.

To register, send an email to gracie.guillen@ms.hctx.net.

Employee Assistance Program

Contact Harris County Human Resources & Risk Management Benefits Section at **713-755-4827** to schedule an EAP Orientation Program for your department. A minimum of 15 people and a minimum of 2 hours are needed to host an on-site orientation program. Departments are encouraged to open their EAP Orientation Programs to other Harris County employees in their immediate area.

To Access the Aetna EAP Website:

www.AetnaEAP.com

1-866-849-8229

Confidential assistance is available 24 hours a day, 7 days a week at Aetna EAP program. This is a service provided as part of your benefits to you and any member of your household at no additional cost. You can turn to the EAP for help with anything that interferes with your job or personal life. Among other things, your EAP can help you with:

Stress Management
Substance Abuse/misuse
Burnout
Child and elder care
Depression
Legal concerns
Coping with Change

Family or parenting issues
Work/life balance
Marital/relationship problems
Anxiety
Anger Management
Financial issues
Self-esteem

For additional information, contact Sarah Acosta at 713-755-4827.

Upcoming Classes

These classes are for your future training planning purposes. Specific dates, times, and locations will be announced in upcoming Training Schedules. Additional classes will be added. All classes are subject to change without notice. Classes with an asterisk * are open to managers/supervisors only.

June – August 2012

*ADA, FMLA, Workers' Compensation, and HIPAA **
*Building Effective Coaching Skills **
*Building Team and Organizational Excellence **
*Coaching for Excellence **
Conflict or Cooperation
Conflict or Cooperation – Button Pushers
Conflict Resolution
Construction Zone – Microsoft Word Tips Booster
Dealing with Difficult People
Doing More With Less
Employment Law
Ethics Training
Getting Organized Now
*How to Defend a TWC Unemployment Claim **
Increasing Communication Effectiveness
Influencing Positive Change
Keeping Your Cool in Difficult Situations
*Managing and Resolving Conflict in the Workplace **
Managing Time, Priorities, and Customer Service
Power Tools
*Preventing Sexual Harassment **
SMART Goal Setting
*The FLSA: An Overview of the Wage and Hour Laws **
Transition & Diversity
Under Construction
Under Construction – Grammar & Usage Booster

September 2012 – February 2013

*ADA, FMLA, Workers' Compensation, and HIPAA **
*Americans with Disabilities Act (ADA) **
Assertiveness in Action
*Behavioral Interviewing **
Breakthrough Communication
Conflict or Cooperation
Conflict or Cooperation – Button Pushers
Confront It – Don't Ignore It
Construction Zone
Construction Zone – Microsoft Word Tips Booster
Construction Zone – Tone Booster
Customer Service Excellence
Dealing with Difficult People
Doing More with Less
Employment Law
Ethics Training
Fables and Fairy Tales – Lessons for the Workplace
Generational Issues in the Workplace
Getting Organized Now
*HR Laws, Policies, and Procedures **
Influencing Positive Change
Keeping Your Cool in Difficult Situations
*Leading Across Generations **
Maintaining Incredible Focus & Concentration
Managing and Resolving Conflict in the Workplace
Managing Multiple Priorities
Minutes Matter
Notary Training and Certification
Power Tools
Power Tools – Proofing Practice
Preventing Sexual Harassment
*Preventing Sexual Harassment **
Projecting Professionalism
SMART Goal Setting
The Dirty Dozen
Tough Talks
Under Construction
Under Construction – Grammar & Usage Booster
Under Construction – Punctuation Booster

New Employee Orientation

**** Please note: Registration is required.**

Date	Location
May 16, 2012	1310 Prairie, Suite 230 Training Room
July 18, 2012	1310 Prairie, Suite 230 Training Room
September 19, 2012	1310 Prairie, Suite 230 Training Room
November 14, 2012	1310 Prairie, Suite 230 Training Room

Open to all new employees. Learn about your health care, payroll, retirement benefits, your rights and responsibilities as an employee, training programs and other Harris County services. Registration for this class is required.

Upcoming Retirement Seminars

Date	Location	Address
May 10, 2012	Leon Grayson Community Center	13828 Corpus Christi Houston, Texas 77015
August 2, 2012	Tom Bass Community Center	15108 Cullen Blvd. Houston, Texas 77047
November 8, 2012	Texas AgriLife Extension Auditorium	3033 Bear Creek Drive Houston, Texas 77084

Employees may register for a Retirement Seminar upon receipt of an invitation for a specific seminar.

Contact **713-755-4843** for further information.



The Training Library



Check out workbooks, CD ROM training programs, and DVDs on a variety of work related subjects and study at your own pace. The library is open for use by all Harris County Departments and employees. Material can be checked out for two weeks at a time. For more information, please call HR & RM at (713) 755-4843.

New to the library:

- FMLA (DVD)
- Ethics Training (DVD & Handouts)
- Communication Booster Shots: Prescriptions for Healthy Communications

Communication

- The Continuously Improving Self (text)
- Winning at Human Relations (text)

Compliance Training (Managers/Supervisors ONLY)

- A Concise Guide to Successful Employment Practices (text)
- HR How To: Discipline (text)
- HR How To: Harassment Prevention (text)
- HR How To: Recruiting and Hiring (text)
- It's About Respect (CD/DVD)
- Open Government Training Resources (CD/DVD)
- Sexual Harassment What You Need to Know (text)

Employee Development

- Balancing Home & Career (text)
- Concentration! (text)
- Create Your Own Future (text)
- Doubling Your Productivity (CD/DVD)
- How to Master Your Time (CD/DVD)
- How to Negotiate with Confidence (text)
- How to Talk – Secrets of Great Communication (CD/DVD)
- Influence: The Formula for Success (text)
- Managing Anger (text)
- Managing Stress for Mental Fitness (text)

- Overcoming Anxiety (text)
- Personal Time Management (CD/DVD)
- Preventing Workplace Violence (text)
- Stress that Motivates (text)
- Successful Lifelong Learning (text)
- The Oz Principle: Getting Results Through Individual and Organizational Accountability (text)
- The Miracle of Self-Discipline (CD/DVD)
- The Power of Clarity (CD/DVD)
- The Psychology of Achievement (CD/DVD)
- The Science of Self-Confidence (CD/DVD)
- The Ultimate Goals Program (CD/DVD)
- Time Management for Results (CD/DVD)
- Time Power (text)
- TQM – 50 Ways to Make It Work for You (text)
- Understanding Organizational Change (text)
- Unlock Your Potential (CD/DVD)
- Village of 100; 3rd Edition (CD/DVD)

Essential Office Skills

- 50 One-Minute Tips to Better Communication (text)
- Giving and Receiving Feedback (text)
- Office Management (text)
- Professionalism in the Office (text)

Leadership

- Behavior Based Interviewing (text)
- Leadership Made Simple (text)
- Learning to Lead (text)
- Life is a Series of Presentations (CD/DVD)
- Office Politics (text)
- Understanding Leadership Competencies (text)
- WorkSmarts: How to Get Along, Get Noticed, and Get Ahead (CD & text)

Management

- Achieving Consensus (text)
- Effective Performance Appraisals (text)
- Finance for Non-Financial Managers (text)
- Handling the Difficult Employee (text)
- Managing Disagreement Constructively (text)
- Managing Performance (text & CD)
- Managing Upwards (text)
- Preventing Workplace Violence (text)

- Retaining Employees (text)
- The Wall Street MBA – Your Personal Crash Course in Corporate Finance (text)

Supervision (Managers/Supervisors ONLY)

- Delegating and Supervising (CD/DVD)
- Discussing Performance (text & CD)
- Dynamics of Diversity (text)
- Effective Recruiting Strategies (text)
- Excellence in Supervision (text)
- Quality Interviewing (text)
- Successful Negotiation (text)
- The Fifty-Minute Supervisor (text)
- The New Supervisor (text)

Train the Trainer

- 50 One-Minute Tips for Trainers (text)
- Delivering Effective Training Sessions (text)
- Effective Presentation Skills (text)
- Sales Training Basics (text)
- Technical Presentation Skills (text)
- Training Managers to Train (text)
- Training Methods that Work (text)

Writing

- Better Business Writing (text)
- Clear Writing (text)
- Fat Free Writing (text)
- The Building Blocks of Business Writing (text)
- Writing Effective E-Mail (text)
- Writing Fitness (text)
- Writing that Sells (text)

To arrange to borrow the titles above, please call 713-755-4843.

Description of March – May 2012 Offerings

Classes that have an asterisk * are open to **managers/supervisors only**

NOTE: All topics and presenters are confirmed at the time of printing and are subject to change or cancellation without notice.

Assertiveness in Action

(Instructor: Tawnya Mitchell)

In this session, participants will understand the unspoken meaning in a situation and identify passive, aggressive, and assertive behavior. Participants will be able to identify techniques for standing up in difficult situations and for maintaining emotional control in conflict situations. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Breakthrough Communication

!!NEW!!

(Instructor: Margaret Johnson)

In this 1 ½ session participants will examine why conversations have not worked in the past and why individuals have become silent or upset. Learn your style under stress, practice how to make conversations safe to engage in, and learn to focus on facts in a discussion. Participants will use techniques to remain open to other viewpoints for more effective conversations. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Communicate Your Way Through Change

(Instructor: Susanne Gaddis)

In this 1 ½ session participants will understand why some changes are easier than others. Learn techniques for disputing irrational beliefs surrounding change, recognize and overcome approach-avoidance behavior, and avoid 10 common “fight strategies” that may get in your way. Understand the common emotions experienced during change and learn to recognize the fact that when one door closes, another door opens. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** Communication Skills for Managers/Supervisors**

(Instructors: Susanne Gaddis)

Managers/Supervisors will learn how to improve their listening skills to enhance employee productivity and morale. Learn to improve the ability to interpret and provide non-verbal feedback, clarify statements to create a healthy communication climate and become aware of common listening obstacles. Managers/Supervisors will also improve listening during difficult and emotionally charged conversations. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Confront It – Don’t Ignore It

!!NEW!!

(Instructor: Margaret Johnson)

In this 1 ½ session participants will examine and discuss the possibilities for behaviors and reactions in situations and realize their role in the interactions. Participants will be able to determine what they want out of the interactions and examine the risk of taking action. Also, participants will formulate a plan of action for themselves. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Construction Zone

(Instructor: Tawnya Mitchell)

Participants will identify the purpose of documents and the tasks that are requested to arrange information in a clear, coherent sequence. Learn how to compose clear and concise sentences, identify and eliminate the passive voice, wordiness, and redundancy, and use correct punctuation and grammar. Attendees will identify ways to minimize word, sentence, and paragraph lengths without sacrificing clarity; practice composing effective emails; and get tips to quickly proofread and edit any piece of writing. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Construction Zone – Tone Booster

(Instructor: Tawnya Mitchell)

In this 1 ½ hour session participants will understand business writing, the need for inclusive language, positive words, and appropriate level of comprehension. Attendees will practice composing tone appropriate messages and participate in peer critique and discussion. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Customer Service Excellence

(Instructor: Deedee Ostfeld)

Participants will interact as they learn to utilize each customer contact as an opportunity to build rapport and create a positive experience for internal and external customers. Attendees will identify, practice, reinforce, and strengthen skills to help connect with customers, even the angry and frustrated ones. **Limit: 25.**

This class is recommended for: all employees with supervisory approval.

Difficult Conversations: How to Avoid Foot-in-Mouth Syndrome

(Instructor: Susanne Gaddis)

Simple. Powerful. Direct. Effective. Is this how you would describe your ability to communicate during difficult times? What do you say to a colleague who frequently interrupts you? What do you say when you think a colleague is not pulling their weight on a project? What words do you use to inform someone they have bad body odor? During this interactive session you'll discover words to use during difficult conversations. At the end of this session, you'll walk away knowing how to communicate in a way that is persuasive, not abrasive. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Ethics Training

(Instructor: Jay Aldis)

This class will discuss the appropriate ethical principles and standards for Harris County employees. Topics covered will include gifts and equitable treatment and respect for all coworkers and others. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Fables and Fairy Tales – Lessons for the Workplace

!!NEW!!

(Instructor: Margaret Johnson)

Participants will examine Grimm's Fairy Tales and Aesop's Fables for lessons that can be applied to the work environment. Participants will plan and practice - through writing, speaking, and role playing – implementation of the lesson to their own work circumstances. Learn to build collaborative relationships and interpersonal awareness. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Generational Issues in the Workplace

(Instructor: Richard Lewis & Joanne Ford-Robertson)

In this session participants focus on how age differences impact leading and managing in complex organizations. Age cohort influences on culture, work styles, professional orientation, and social etiquette is examined. Generational issues that negatively affect organizations are identified and discussed. Techniques and strategies that enhance the ability of leaders to successfully manage and motivate individuals from various age groups are presented. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Goal Getting Success: How to Set and Get Goals that Matter the Most

!!NEW!!

(Instructor: Susanne Gaddis)

In this 1 ½ session participants recognize the common gaps, traps, and obstacles that keep you from accomplishing goals. Learn how to write goals in which you are more likely to achieve, learn how to prioritize them, and effectively track your progress. Also learn how to increase focus and engagement and create the support necessary to achieve your goals. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

How to Take Your Communication Skills from Worn to Wow!

(Instructor: Susanne Gaddis)

Participants will learn how to communicate with clarity and confidence, understand ways to get and hold an audience's attention, and how to re-engage and re-energize listeners. Learn to tailor a presentation for a specific audience and understand the importance of first and last impressions. Become aware of techniques to create a two-way dialogue and learn why less is often more. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** HR Laws, Policies, and Procedures**

(Instructors: Jay Aldis)

Jay Aldis will present an in-depth overview of important HR laws and Harris County HR policies and procedures. **Limit: 35.**

This class is recommended for: Managers/Supervisors

*** Leading and Managing**

(Instructors: Richard Lewis and Joanne Ford-Robertson)

Managers/Supervisors will focus on developing leaders within their organization. During this session, individual leadership and management skills are evaluated and a leadership grid is developed to determine strengths and weaknesses. Team building, goal setting, effective communication, and strategic planning are addressed. Explore organizational change and learn how to assess the ability for leading change initiatives. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

*** Leading Employees to High Performance**

(Instructor: Walt Natemeyer)

Managers/Supervisors will examine the process of leadership and the characteristics of effective leaders. Also, attendees will learn about directive and supportive behavior, how to assess employees' readiness levels, and how to use situational leadership to avoid over-leading and under-leading employees. Also, managers/supervisors will assess their own leadership styles. **Limit: 35.**

This class is recommended for: Managers/Supervisors

Minutes Matter

(Instructor: Tawnya Mitchell)

Participants in this session will complete a personal time management assessment to identify "timewasters" and discover techniques to decrease them. Attendees will learn to establish and maintain priorities, effectively sort key tasks and duties, and identify tips and techniques for using technology tools to assist. Participants will develop a personal plan to implement more effective time management techniques in the workplace. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Notary Training and Certification

(Instructor: Jason Huff, State Notary Commission)

Legal procedures for processing documentation, state record keeping requirements, state application processing for non-notaries who want to apply for Notary Public certification, new laws from the 78th legislative session, and liability protection for employees and employers, will be covered in this session. Harris County Human Resources & Risk Management pays the fee for the notary training and course manual for each person confirmed for this seminar. Notary application fees and notary supply fees are not covered by Harris County Human Resources & Risk Management.

State application processing for those who are not notaries, but would like to apply, will take place at the seminar and required notary supplies will be available for purchase. Fees for non-covered materials are noted below:

- Application fee for non notaries and those who need to renew their commissions: \$71.00 per 4 year term
- Notary Record Book: \$15.50 (required for new applicants or those who do not have this item)
- Notary Seal: \$17.25 (required for all new applicants and those renewing their commission)

*Please note: Individuals who are currently notaries must renew their commission during the last 90 days of the commission period to continue their status as a notary. **Limit: 25.***

This class is recommended for: all employees with supervisory approval.

Power Tools – Proofing Practice

(Instructor: Tawnya Mitchell)

In this 1 ½ hour session participants will identify methods for proofing and editing content, structure, spelling, grammar, and usage. Attendees will practice proofreading and editing skills using samples provided and participate in group discussion regarding changes made. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Preventing Sexual Harassment in the Workplace

(Instructor: Jay Aldis)

With an interactive training video accompanied by live presentations, the participant is walked through various employment scenarios involving harassment, its prevention, and investigation. Definitions of harassment are provided, along with strategies for avoiding it. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Projecting Professionalism

(Instructor: Tawnya Mitchell)

Participants in this session will become aware of the importance of projecting professional images through email, correspondence, and phone etiquette by understanding the impact of first impressions. Understand the importance of greetings, introductions and initial conversations, and identify techniques to improve and polish speaking skills. Learn specific tips to improve professional image through dress, posture, poise, and body language, to match experience with expectations and performance. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** Public Relations for Managers/Supervisors: Increasing Your Positive Visibility in Your Organization**

(Instructors: Susanne Gaddis)

Managers/Supervisors will learn how to become positively visible and practice techniques for determining what to say and when to say it. Managers/Supervisors will also learn tips and techniques for increasing the likelihood that people will listen and how to stay positively visible. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Speak for Success

(Instructor: Susanne Gaddis)

In this interactive session participants will learn how to reduce the fear of public speaking and how to anticipate an audience to engage them by taking and responding to questions. Also, learn how to plan your talk with choosing the right language and structure to establish leadership presence through body language and posture. Individualized and group coaching is included in this session. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Super-Stressed! Techniques for Fighting What's Fighting You

(Instructor: Susanne Gaddis)

In this interactive session participants will understand the tools and techniques to effectively manage stress to increase productivity, morale, and reduce absenteeism. Also, attendees will learn the aspects of work-related stress and will walk away with specific tips for eliminating negative thoughts and habits related to stress. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** The Americans with Disabilities Act (ADA)**

(Instructor: Jay Aldis)

Managers/Supervisors who attend this session will learn the basics of the Americans with Disabilities Act. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

The Dirty Dozen

(Instructor: Tawnya Mitchell)

Participants in this session will learn and recognize the different personality types with both co-workers and customers. Attendees will learn techniques to work effectively with all personality types to become productive. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** The Role of the Leader**

(Instructor: Walt Natemeyer)

Managers/Supervisors will examine the role and responsibilities of the leader. The importance of effectively supervising employees will be stressed. Managers/Supervisors will learn how to plan a productive work day and how to train, motivate, and coach employees. **Limit: 35.**

This class is recommended for: Managers/Supervisors

Tough Talks

!!NEW!!

(Instructor: Margaret Johnson)

In this 1 ½ session participants will plan and practice difficult conversations to improve their communication skills. Participants will examine techniques and practice to enhance work team productivity. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Under Construction – Punctuation Booster

(Instructor: Tawnya Mitchell)

Participants in this 1 ½ hour session will define, recognize, and correctly use periods, commas, apostrophes, colons, semicolons, hyphens, and questions. Attendees will practice tips and tools in the exercises provided. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: From Negative Being to Positive You & Skill Building for Life's Pressures

!!NEW!!

(Instructor: Judy Entzenberger)

In the first part of this seminar, the goal of this high energy topic is to learn how to lose the “why me” outlook. Learn to build confidence and self-esteem with mindfulness and hard work based on processes that build competence. The second half of this seminar will provide information on the concept of self-regulation while introducing the physical and emotional effects of being under pressure. Self-regulation is a valuable tool that can be utilized to improve our responses in both our personal and work lives. Participants will be provided with tools to communicate more effectively under pressure and implement a personal plan to relieve pressures. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Stress Management & Achieving Balance at Work & Home

!!NEW!!

(Instructor: Judy Entzenberger)

This seminar is divided into two parts. Part one focuses on stress and distress, recognizing and reducing life stress. Part two focuses on life balance. Handouts will be used to help attendees consider where their time and energy is focused. Suggestions will be given on how to create a healthy, life balance. Objectives covered include: redefine stress; recognize your personal stress responses; identify priorities in your life; determine if priorities are in balance; create more balance in your life; and manage stress more effectively. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Taking Sleep Seriously & The Work and Home Balancing Act

!!NEW!!

(Instructor: Judy Entzenberger)

How important is sleep? Without it you wouldn't survive. Sleep is an essential part of daily life. It helps us to stay focused, remember things, and keeps us energized and able to face the tasks of the day. The first half of this class will cover what is considered “normal” sleep; things that might indicate a sleeping disorder; lifestyle influences on sleep; ways to increase your chances of getting a good night's sleep; and where to go for more information. The second half helps consider the multiple roles you play in life and how much time you spend on these varied roles. Does this work for you? Do you wish you had more time for other pursuits? The information contained in the seminar will help answer these questions. Participants will focus on identifying the important priorities in your life, determine if your life gives you the balance you seek, learn strategies to create more balance and harmony in your life, and create a plan for change. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.



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www.wellathctx.com
Password: WELL4HCTX

March - May 2012 Wellness Program Schedule

Activity	Date(s)	Location (if applicable)
MARCH		
National Nutrition Month	3/1-31	County-wide
March Tuesday/Thursday Downtown GUMBO Boot Camp**	3/1-29	5:15 pm – 6:15 pm 1310 Prairie, 16th Floor Conference
March Tuesday/Thursday Delta Building GUMBO Boot Camp**	3/1-29	5:15 pm – 6:15 pm 10555 NW Freeway, Courtyard
March Monday/Wednesday Downtown GUMBO Boot Camp**	3/5-28	5:15 pm – 6:15 pm 1310 Prairie, 16th Floor Conference
March Monday/Wednesday Annex M GUMBO Boot Camp**	3/5-28	5:15 pm – 6:15 pm 8410 Lantern Point, Community Services Auditorium
March Monday/Wednesday Spring GUMBO Boot Camp**	3/5-28	5:30 pm – 6:30 pm Collins Park 6727 Cypresswood Dr., Spring
March Tuesday-11 AM Downtown Mind-Body-Breath Yoga**	3/6-27	11:00 am – 12:00 pm 1310 Prairie, 16th Floor Conference
March Tuesday-12 PM Downtown Yang Style Tai Chi**	3/6-27	12:00 pm – 1:00 pm 1310 Prairie, 16th Floor Conference
March Thursday- 2 PM Downtown Mind-Body-Breath Yoga**	3/8-29	2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference
Live Healthy Harris County 8-Week Wellness Challenge – REGISTRATION OPENS!	3/20	County-wide
Wellness Lecture Series – Taking Sleep Seriously & The Work/Home Balancing Act**	3/28	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
APRIL		
National Alcohol Awareness Month	4/1-30	County-wide
April Monday/Wednesday Downtown GUMBO Boot Camp**	4/2-30	5:15 pm – 6:15 pm 1310 Prairie, 16th Floor Conference

April Monday/Wednesday Annex M GUMBO Boot Camp**	4/2-30	5:15 pm – 6:15 pm 8410 Lantern Point, Community Services Auditorium
April Monday/Wednesday Spring GUMBO Boot Camp**	4/2-30	5:30 pm – 6:30 pm Collins Park 6727 Cypresswood Dr., Spring
Live Healthy Harris County 8-Week Wellness Challenge – BEGINS!	4/3 – 5/28	County-wide
April Tuesday-11 AM Downtown Mind-Body-Breath Yoga**	4/3-24	11:00 am – 12:00 pm 1310 Prairie, 16th Floor Conference
April Tuesday-12 PM Downtown Yang Style Tai Chi**	4/3-24	12:00 pm – 1:00 pm 1310 Prairie, 16th Floor Conference
April Tuesday/Thursday Downtown GUMBO Boot Camp**	4/3-26	5:15 pm – 6:15 pm 1310 Prairie, 16th Floor Conference
April Tuesday/Thursday Delta Building GUMBO Boot Camp**	4/3-26	5:15 pm – 6:15 pm 10555 NW Freeway, Courtyard
April Tuesday/Thursday Bear Creek GUMBO Boot Camp**	4/3-26	6:30 pm – 7:30 pm 3055 Bear Creek Dr, Steps of Bear Creek Community Center
National Start! Walking Day	4/4	County-wide
April Thursday- 2 PM Downtown Mind-Body-Breath Yoga**	4/5-26	2:00 pm – 3:00 pm 1310 Prairie, 16th Floor Conference
Wellness Lecture Series – From Negative Being to Positive You & Skill Building for Life's Pressures**	4/18	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
Onsite Mammograms by The Rose** (by appointment)	4/30	9:00 am – 4:00 pm 1310 Prairie, Room 240
MAY		
National High Blood Pressure Education Month	5/1 – 30	County-wide
Asthma & Allergy Awareness Month	5/1 – 30	County-wide
Onsite Mammograms by The Rose** (by appointment)	5/1	9:00 am – 4:00 pm 1310 Prairie, Room 240
May Tuesday/Thursday Downtown GUMBO Boot Camp**	5/1-31	5:15 pm – 6:15 pm 1310 Prairie, 16th Floor Conference
May Tuesday/Thursday Delta Bldg GUMBO Boot Camp**	5/1-31	5:15 pm – 6:15 pm 10555 NW Freeway, Courtyard
May Tuesday/Thursday Bear Creek GUMBO Boot Camp**	5/1-31	6:30 pm – 7:30 pm 3055 Bear Creek Dr, Steps of Bear Creek Community Center
May Tuesday-11 AM Downtown Mind-Body-Breath Yoga**	5/1-29	11:00 am – 12:00 pm 1310 Prairie, 16th Floor Conference
May Tuesday-12 PM Downtown Yang Style Tai Chi**	5/1-29	12:00 pm – 1:00 pm 1310 Prairie, 16th Floor Conference
May Monday/Wednesday Downtown GUMBO Boot Camp**	5/2-30	5:15 pm – 6:15 pm 1310 Prairie, 16th Floor Conference

May Monday/Wednesday Annex M GUMBO Boot Camp**	5/2-30	5:15 pm – 6:15 pm 8410 Lantern Point, Community Services Auditorium
May Monday/Wednesday Spring GUMBO Boot Camp**	5/2-30	5:30 pm – 6:30 pm Collins Park 6727 Cypresswood Dr., Spring
May Thursday- 2 PM Downtown Mind-Body-Breath Yoga**	5/3-31	2:00 pm – 3:00 pm 1310 Prairie, 16th Floor Conference
Wellness Lecture Series – Stress Management & Achieving Balance at Work and Home**	5/16	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Onsite Mammograms by The Rose** (by appointment)	5/22	9:00 am – 4:00 pm 1310 Prairie, Room 240
Live Healthy Harris County 8 Week Wellness Challenge – ENDS!	5/28	County-wide

**Dates, locations and program content subject to change.*

***Posted on the Training website (<http://www.hctx.net/training/>) for registration*

Wellness Training Classes

Course	Day	Date	Time	Location	Hours
WLS: Taking Sleep Seriously & The Work and Home Balancing Act	Wednesday	March 28	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: From Negative Being to Positive You & skill Building for Life's Pressure	Wednesday	April 18	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Stress Management & Achieving Balance at Work & Home	Wednesday	May 16	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Onsite Mammography Program

The Rose, a non-profit breast cancer organization, provides their mobile (film) mammography services to eligible Harris County employees and covered dependents at the Anderson-Clayton Building (1310 Prairie) in Room 240. **ELIGIBILITY:** Covered members of the Harris County Medical Plan (Aetna) that meet the plan criteria for receiving routine mammography:

- 1 baseline mammography for ages 35-40 years
- Age 40 years and older, 1 mammography every calendar year

Women who are under age 35, have been diagnosed with breast cancer within the prior two years, are pregnant or currently breastfeeding, have implants or are experiencing symptoms cannot be screened by The Rose's mobile mammography. After registering, please download the required patient forms on the Employee Wellness Website (www.wellathctx.com, password: well4hctx), under the heading, Know Your Risk.

Day	Date	Time	Appt. Length	Location
Monday	April 30	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Room 240
Tuesday	May 1	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Room 240
Tuesday	May 22	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Room 240

Exercise Classes

Exercises Classes: G.U.M.B.O. Boot Camp

G.U.M.B.O. (Get Up & Move your Butt Operation) Boot Camp is a challenging workout that incorporates cardio, endurance, partner resistance, core and strength training using body weight and dumbbells to create a lean, strong, healthy body. Your fitness regimen will include group challenges, kickboxing, plyometrics, obstacle courses and core training! G.U.M.B.O. is for all fitness levels – whether you work out daily or haven't worked out since high school. All activities are structured so that you can choose the appropriate intensity for your fitness level. Participation is voluntary and employees should use personal time to attend. Also, participants will need water, a mat, a pair of 3-5 lb. dumbbells, comfortable clothing and a determined attitude.

Exercise Classes: Mind-Body-Breath Yoga

(Instructor: Ronnie Melton)

Mind-Body-Breath Yoga is a style based on keeping the mind, body and breath together always and never fight or force any movement, posture, or stretch. Main emphasis is obtaining balance, relieving stress, and pain in our physical, mental, and emotional lives. Classes will comprise of traditional Hatha, Vinyasa, Prasara, and Taoist yoga postures used in a flow sequence, chi kung, and meditation.

Exercise Classes: Yang Style Tai Chi

(Instructor: Ronnie Melton)

Yang Style Tai Chi is a martial art based on the concept of Yin & Yang, and the harmony between them. Main emphasis is obtaining balance and relieving stress and pain in our physical, mental, and emotional lives. Classes will be comprised of meridian stretching, tai chi ball training, silk-reeling training and 24 movement tai chi form.

Class	Day	Date	Time	Location	No Class
March Tuesdays/Thursdays GUMBO Boot Camp	Tuesdays & Thursdays	March 1 – 29	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor, 77002	N/A
March Tuesdays/Thursdays GUMBO Boot Camp	Tuesdays & Thursdays	March 1 – 29	5:15 pm – 6:15 pm	Delta Building Courtyard 1055 Northwest Freeway, 77092	N/A

March Mondays/Wednesdays GUMBO Boot Camp	Mondays & Wednesdays	March 5 – 28	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor, 77002	N/A
March Mondays/Wednesdays GUMBO Boot Camp	Mondays & Wednesdays	March 5 – 28	5:15 pm – 6:15 pm	CSD Auditorium 8410 Lantern Point, 77054	N/A
March Mondays/Wednesdays GUMBO Boot Camp	Mondays & Wednesdays	March 5 – 28	5:30 pm – 6:30 pm	Collins Park 6727 Cypresswood Drive, 77379	N/A
Mind-Body-Breath Yoga	Tuesdays	March 6 – 27	11:00 am – 12:00 pm	1310 Prairie, 16 th Floor, 77002	N/A
Yang Style Tai Chi	Tuesdays	March 6 – 27	12:00 pm – 1:00 pm	1310 Prairie, 16 th Floor, 77002	N/A
Mind-Body-Breath Yoga	Thursdays	March 8 – 29	2:00 pm – 3:00 pm	1310 Prairie, 16 th Floor, 77002	N/A
April Mondays/Wednesdays GUMBO Boot Camp	Mondays & Wednesdays	April 2 – 30	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor, 77002	N/A
April Mondays/Wednesdays GUMBO Boot Camp	Mondays & Wednesdays	April 2 – 30	5:15 pm – 6:15 pm	CSD Auditorium 8410 Lantern Point, 77054	N/A
April Mondays/Wednesdays GUMBO Boot Camp	Mondays & Wednesdays	April 2 – 30	5:30 pm – 6:30 pm	Collins Park 6727 Cypresswood Drive, 77379	N/A
April Tuesdays/Thursdays GUMBO Boot Camp	Tuesdays & Thursdays	April 3 – 26	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor, 77002	N/A
April Tuesdays/Thursdays GUMBO Boot Camp	Tuesdays & Thursdays	April 3 – 26	5:15 pm – 6:15 pm	Delta Building Courtyard 1055 Northwest Freeway, 77092	N/A
April Tuesdays/Thursdays GUMBO Boot Camp	Tuesdays & Thursdays	April 3 – 26	6:30 pm – 7:30 pm	Outdoor 3055 Bear Creek Drive, 77084	N/A
Mind-Body-Breath Yoga	Tuesdays	April 3 – 24	11:00 am – 12:00 pm	1310 Prairie, 16 th Floor, 77002	N/A
Yang Style Tai Chi	Tuesdays	April 3 – 24	12:00 pm – 1:00 pm	1310 Prairie, 16 th Floor, 77002	N/A
Mind-Body-Breath Yoga	Thursdays	April 5 – 26	2:00 pm – 3:00 pm	1310 Prairie, 16 th Floor, 77002	N/A
May Tuesdays/Thursdays GUMBO Boot Camp	Tuesdays & Thursdays	May 1 – 31	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor, 77002	N/A
May Tuesdays/Thursdays GUMBO Boot Camp	Tuesdays & Thursdays	May 1 – 31	5:15 pm – 6:15 pm	Delta Building Courtyard 1055 Northwest Freeway, 77092	N/A
May Tuesdays/Thursdays GUMBO Boot Camp	Tuesdays & Thursdays	May 1 – 31	6:30 pm – 7:30 pm	Outdoor 3055 Bear Creek Drive, 77084	N/A
Mind-Body-Breath Yoga	Tuesdays	May 1 – 29	11:00 am – 12:00 pm	1310 Prairie, 16 th Floor, 77002	5/8
Yang Style Tai Chi	Tuesdays	May 1 – 29	12:00 pm – 1:00 pm	1310 Prairie, 16 th Floor, 77002	5/8

May Mondays/Wednesdays GUMBO Boot Camp	Mondays & Wednesdays	May 2 – 30	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor, 77002	5/28
May Mondays/Wednesdays GUMBO Boot Camp	Mondays & Wednesdays	May 2 – 30	5:15 pm – 6:15 pm	CSD Auditorium 8410 Lantern Point, 77054	5/28
May Mondays/Wednesdays GUMBO Boot Camp	Mondays & Wednesdays	May 2 – 30	5:30 pm – 6:30 pm	Collins Park 6727 Cypresswood Drive, 77379	5/28
Mind-Body-Breath Yoga	Thursdays	May 3 – 31	2:00 pm – 3:00 pm	1310 Prairie, 16 th Floor, 77002	N/A

Wellness Challenges

Live Healthy Harris County (LHHC) is a physical fitness and weight maintenance program sponsored by Harris County and Aetna in conjunction with Live Healthy America.

To register, go to www.livehealthyhouston.org

- Enter the Group Registration Code, **LHHC**, to get to the Live Healthy Harris County Registration page.
- Teams may have 2-10 members and captains are allowed to manage multiple teams.

Challenge	Type	Registration Opens	Start	End	Fee*
LHHC 8 Week Wellness Challenge	Activity Minutes, Weight Loss	March 20	April 3	May 28	\$5

*Eligible participants for the Live Healthy Harris County challenges include employees, dependents (18 years and older) and retirees covered by the Harris County Medical Plan (Aetna). Eligibility is subject to verification. Please contact Human Resources & Risk Management, Benefits Division at 713-755-7057 for more information.